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## STANDARDS FOR ACCREDITATION AND RE-ACCREDITATION OF HIGHER EDUCATION INSTITUTIONS

### 1. Institutional mission and objectives (ESG 1.1)

**Standard 1.1 The higher education institution has a well-defined mission statement that comprises three main pillars: teaching, research, and community service and it is publicly available.**

Indicators:

- The HEI has clearly identified itself as a higher education institution and/or research institution through its mission and other documents (for example, Statute).
- The HEI's mission is to contribute to society's development by focusing on education and/or research, and other goals specific to higher education institutions and their position in society.
- The HEI has a well-defined and specific mission statement that reflects its uniqueness and position within the national higher education system and the European Higher Education Area.
- During the development and definition of the mission statement, representatives from both internal and external stakeholder groups are involved in the process to ensure their participation and input (example of how stakeholders are included in decision-making).
- The HEI has a systematic and established approach for formulating, approving, implementing, and periodically reviewing its mission. The institution's mission accomplishment is achieved through its institutional strategies.

**Standard 1.2 The institutional mission is clearly reflected in the strategic plan, decision making and long-term institutional objectives.**

Indicators:

- The mission statement provides the basis for strategic planning processes and the achievement of strategic goals.
- Medium and long-term institutional objectives are consistent with and support the mission.

- The mission is reflected in operational planning and implementation processes.
- The mission is evident in the development of curricula and in the implementation of quality assurance measures.

## 2. Strategic planning, governance and administration (ESG 1.1, ESG 1.6)

**Standard 2.1 The HEI has developed a comprehensive strategic plan that covers all aspects of its operations for a minimum of five years. This plan includes teaching, learning, research, artistic work, quality assurance, student services, infrastructural investments, and community service initiatives, leadership, HR, internationalization etc. The plan was created in consultation with both internal and external stakeholders to ensure it meets the needs of all parties involved.**

### Indicators:

- The strategic plan is elaborated for short, medium and long terms and is updated regularly based on operational developments, formative evaluation and higher education context.
- The strategic plan comprises strategic goals, an operational plan, specific timeframes, financial considerations, and monitoring mechanisms.
- The implementation of the institutional strategy is reflected in a detailed action plan, which enables monitoring of short and medium-term targets, and it is distributed to all levels of management of the HEI.
- The strategic plan is directly linked to the information management system that provides regular feedback on current activities.
- The HEI is responsible for monitoring key performance indicators and taking necessary actions to advance strategic initiatives.

**Standard 2.2 The strategic planning is supported by the annual and long-term budgeting process, allowing for frequent updates and adjustments.**

### Indicators:

- The HEI has set up an effective reporting and management system, and provides evidence of progress.

- The HEI has implemented risk assessment which is an integral component of planning strategies and developed effective mechanisms to minimize financial risk.

**Standard 2.3 The HEI has established a responsible, efficient, and effective internal organization structure, procedures and policies, with the involvement of stakeholders in decision-making.**

Indicators:

- The HEI has established transparent and publicly available procedures for election processes of its decision-makers and other elected positions (for example, the election decision, etc.).
- The HEI has established transparent and publicly available internal policies to regulate the scope of work, internal structure, decision-making methods, and the rights and obligations of all stakeholders at all levels (for example, the HEI Statute, regulation on job descriptions, internal structure, organogram, etc.).
- The HEI ensures that the owners' roles and competencies are distinct from the management and decision-making related to academic affairs.
- The HEI ensures that its consultative and decision-making bodies are comprised of members of academic and administrative staff and students.
- The students are given opportunities and encouraged to be active members of the HEI's committees with the right to vote.
- The process of electing student representatives in decision-making and consultative bodies is fair, transparent, and free from discrimination.
- The structures and processes for student representation are in place and they are fair, transparent and free from discrimination.

**Standard 2.4 The HEI has appropriate and sufficient administration that demonstrates effectiveness and supports the HEI in daily operations.**

Indicators:

- The administration is highly specialised and equipped to fulfill their duties with clearly defined responsibilities.
- The administration utilizes digital platforms to facilitate efficient internal and external communication regarding administrative and academic affairs.
- The HEI provides opportunities and plans to increase the competencies of the administration through different trainings and programs.

- The administrative staff are subject to performance evaluation, including evaluation from students and academic staff, and the results are considered for further decision-making and planning.

### 3. Financial planning and financial management (ESG 1.6)

**Standard 3.1 The HEI demonstrates that it has sufficient financial resources in the short and medium term to reach its mission and objectives set out in the strategic plan and can demonstrate financial sustainability.**

Indicators:

- The HEI possesses reliable financial provisions and a range of financing sources, which are essential for maintaining financial stability.
- The HEI has a realistic annual budget and a five-year budget plan, as well as financial policies which address its financial sustainability.
- The HEI demonstrates financial sustainability and efficiency throughout all its operations and levels in line with its mission.
- The sources of funding and all the conditions related to funding are transparent and do not limit institutional autonomy and promote the flexibility to accommodate all planned activities in line with the strategic plan.

**Standard 3.2 The HEI ensures appropriate funding for educational activities.**

Indicators:

- The HEI ensures that each study program has a solid financial plan that guarantees its sustainability for at least the next five years.
- The HEI acquires additional funding for its study programs through partnerships with local communities, business partners, and participation in national and international projects.
- The HEI invests extra financial resources in developing and enhancing their study programs (for example, projects, external cooperation, etc.).

- The appropriate financial resources have been allocated for the acquisition, cataloging, and development of equipment, services, and systems to enhance teaching and learning resources.

**Standard 3.3 The HEI has officially approved a research budget that is sufficient to support its institutional research objectives, including funds for research equipment and facilities.**

Indicators:

- The HEI has a policy or procedure to properly verify funds allocated for specific purposes for research through the accounting systems to ensure they are utilized accordingly.
- The policies are in place to continuously improving the quality of education and research through regular investments in new facilities, equipment, and staff training.

**Standard 3.4 A senior governing body (or Specialized Office) is responsible for overseeing and managing the institution's budgeting and accounting functions. They ensure that financial auditing reports are regularly prepared and published.**

Indicators:

- The HEI implements internal auditing protocols to ensure that it fulfills its commitments with utmost diligence and maintains public accountability.
- The expenditures and commitments are closely monitored against budgets, with reports prepared at least once a year. Any discrepancies from expenditure estimates are thoroughly explained, and their impact on annual budget projections is assessed.

#### 4. Academic integrity, responsibility and public accountability (ESG 1.1, ESG 1.8)

##### **Standard 4.1 The HEI has policies and effective mechanisms for monitoring unethical behavior and all the employees and students are informed thereof.**

###### Indicators:

- The HEI prioritizes and promotes academic integrity and freedom, maintains ethical standards, and safeguards academic integrity and freedom.
- The HEI has a Policy of ethics and academic integrity that prevents all forms of academic dishonesty and assures the integrity and ethical behavior of all academic staff, administrative staff and students (for example, Policy of Ethics, includes defined procedures for detecting plagiarism, academic cheating, forging of results, etc.).
- The HEI actively supports academic integrity and freedom and has functional structures and procedures for assessing adherence to ethical standards (for example, Ethics Committee, Student Ombudsman, examples of reported and resolved cases, number of cases forwarded to a higher level decision-making body, etc.).
- The HEI effectively uses mechanisms for preventing and sanctioning intolerance and discrimination, and has a system for managing conflicts and resolving irregularities at all levels of the HEI (for example, Disciplinary Regulations).
- A systematic procedure to detect plagiarism has been implemented, providing academic staff and students with evidence-based data (examples of carried out procedures for detecting and sanctioning unethical behavior).
- The HEI has established a clear procedure for intellectual property ownership from the commercialization of ideas developed by academic staff and students.

##### **Standard 4.2 The HEI ensures the availability of information on important aspects of its activities (teaching, scientific/artistic and social activities).**

###### Indicators:

- The HEI ensures transparency and clarity in its communication by providing comprehensive and precise information on its academic staff, research and teaching and social activities.
- The HEI ensures transparency and clarity in its communication by providing comprehensive and precise information on its program offerings, student enrollment, the intended learning outcomes, awarded qualifications, assessment procedures, student rights and responsibilities, available services and facilities, program pass rates, diverse learning opportunities, graduate employment prospects, scholarship options, ongoing

research projects, and tuition and administrative fees (for example, HEI website, social networks, open doors day, brochures, flyers etc.).

- The student's final theses are published by the HEI in a publicly accessible repository.
- The HEI informs stakeholders about the outcomes of previous evaluations.

## 5. Quality management (ESG 1.1, ESG 1.2, ESG 1.7, ESG 1.9)

**Standard 5.1 The HEI has established and implemented a highly structured and efficient quality assurance and improvement system, which is continuously being improved.**

Indicators:

- The HEI has implemented a publicly available quality assurance policy as part of its strategic management. This policy is achieved through the implementation of a strategy and action plan.
- The HEI has put in place procedures to consistently monitor, evaluate, and enhance the performance of its quality assurance system through tracking, measuring, analyzing, assessing, and implementing necessary changes - *closing the loop*.
- The higher education institution's internal quality assurance system encompasses and assesses various activities, including study programs, teaching processes, student support, assistance for under-represented and vulnerable groups, learning resources, scientific/artistic endeavors, professional activities, and more. The system also provides relevant documentation to support these evaluations.
- The HEI established the Quality Committee and Quality Management Office as its specialized unit that includes representatives from all stakeholders and has clear roles and responsibilities.
- The HEI provides sufficient resources to ensure the functioning of the quality assurance system.
- The results of external reviews are used to improve the performance of the HEI.

**Standard 5.2 The HEI has quality policies and procedures that include the collection and analysis of relevant data, with the purpose of ensuring and improving the quality of all institutional activities (academic activity, student services, administration, etc.). These procedures include all stakeholders of the higher education institution (students and external stakeholders - employers, alumni, representatives of professional organizations, civil society organizations and internal stakeholders).**

Indicators:

- The HEI has set up mechanisms to systematically collect and analyze data on its processes, resources, and outcomes. It effectively uses this information to enhance its activities and ensures that all collected data contribute to the HEI's further development - *closing the loop*, (for example, analyses based on gathered data and feedback from various stakeholders, and relevant action plans; examples of improvements based on the gathered information and conducted analyses).
- There are effective mechanisms in place to collect, analyze and compare reliable data referring to the profile of the student population, student progression, success and drop-out rates, student's satisfaction with their programs, learning resources and student support available, and career paths of graduates. The statistical data is used for quality assurance purposes, as well as in supporting decision-making.
- The central database retains statistical data readily accessible to departments and units. This information is regularly used to assist in preparing reports on indicators and other quality monitoring tasks.
- All academic and administrative units, including the governing body and middle management, are involved in quality assurance procedures to ensure continuous improvement.
- The students are encouraged to actively participate in quality assurance processes.

**Standard 5.3 The HEI established a formal process for the design and approval of its study programs.**

Indicators:

- The study programs have undergone a thorough internal quality assurance process and have been formally approved by the higher education institution. Plans for their continuous improvement are in place.
- The procedures and policies for the development and approval of the study programs are well defined and include internal and external stakeholders.



- The HEI has defined procedures and key indicators for monitoring the quality of the delivery of the study programs and the methods of collecting the necessary information.

**Standard 5.4 The HEI periodically monitors and reviews the study programs to ensure that the programs are in line with mission and the institutional strategy. The monitoring of the study programs involves active stakeholder participation.**

Indicators:

- The procedures to monitor, review and improve the quality of the study programs are defined and in place (for example, employers' surveys on the necessary competencies in the labor market, analysis carried out in cooperation with the stakeholders, examples of the improvements based on the stakeholder feedback study programs).
- The periodical monitoring procedure checks whether ECTS allocation, learning outcomes, and workload estimates are feasible, practical, and suitable.
- All relevant stakeholders (students, staff, alumni, and employers) are involved in the monitoring processes of the study programs which also include questionnaires and the results of questionnaires on student workload, achievement of learning outcomes, academic success, resources, employment of graduates, etc.
- If the student practice is an integral part of the study programs, procedures for monitoring and improving the quality of student internships are clearly defined, continuously implemented, and involve stakeholders' feedback (for example, students, mentors and employers questionnaires, examples of improving student practice).
- The information is collected and analyzed regularly and the programs are adapted accordingly, making sure they are up-to-date.
- The results of the monitoring processes and the resulting action plans are communicated to all stakeholders and published on the HEI website.
- The revised and up-to-date study programs are published on the HEI website.

## 6. Teaching and learning (ESG 1.2, ESG 1.3)

**Standard 6.1 The HEI has established policies and procedures that apply to all study programs. The institution actively monitors the implementation of these policies and procedures to ensure their effective realization.**

Indicators:

- The HEI has established key performance indicators (KPIs) for every study program. These metrics are evaluated at least once a year by senior administrators in charge of academic affairs, the institution's quality body, and the senior academic body. *The institution's overall performance is then formally reported to the governing structure*
- The study programs are carefully monitored and supported by specialized internal structures.
- Internal structures and procedures are in place to develop effective and innovative pedagogical technologies to ensure success.

**Standard 6.2 The study programs intended learning outcomes are formulated clearly, precisely, and comprehensively according to the best practices; they are aligned with the published mission and strategic goals of the higher education institution, and they are publicly available.**

Indicators:

- The HEI procedures and structures are in place to ensure that the study programs intended learning outcomes are aligned with the HEI's mission and its strategic goals (proof of alignment of each intended learning outcome with the mission and strategic goals of the higher education institution, examples, list of learning outcomes of the study programs, published mission statement and strategic goals of the HEI).
- The HEI proves that the study programs intended learning outcomes are aligned with the general goals and objectives of the study programs (proof of alignment of each intended learning outcome with the stated goals and objectives of the study programs).
- The study programs intended learning outcomes are written from a student perspective and they distinguish knowledge, skills, and competences (published and explained on the HEI website).
- The HEI proves that it used examples of good practices in defining intended learning outcomes (ECTS Guide, 2015).
- Intended learning outcomes include the development of generic and specific competencies distinguished into skills, knowledge and values.
- Intended learning outcomes are comparable with similar study programs in EHEA.

**Standard 6.3 The HEI demonstrates that each study program is designed considering the correlations between learning outcomes, teaching methodology and assessment.**

Indicators:

- The study programs are presented in the form of a series of documents which include: the general and specific objectives of the programs; the curriculum, with the subjects' weight expressed in ECTS credits and courses distributed over the study period; thematic programs and syllabuses expressing learning outcomes in the form of knowledge, skills and values achieved by a course; the assessment methods for each course taking into consideration the planned learning outcomes.
- The HEI has established a collaborative approach between departments to ensure the successful implementation of interdisciplinary study programs. They facilitate student mobility within the institution through credit transfers and the accumulation of ECTS credits.
- The structure of the study programs is flexible and allows each student to choose their learning direction corresponding to their interests and skills.
- The study program's content is regularly updated with the latest scientific research findings, which includes the research conducted by the teachers themselves.

**Standard 6.4 The HEI ensures that ECTS allocation is appropriate.**

Indicators:

- The ECTS credits for each course are allocated according to the guidelines provided in the "ECTS Users' Guide".
- The HEI allocates ECTS credits in accordance with the actual student workload, based on the analyses of feedback from stakeholders in the teaching process, or other procedures.

**Standard 6.5 The study program's intended learning outcomes comply with the National Qualification Framework and the European Qualifications Framework level descriptors.**

Indicators:

- The HEI proves that their study programs intended learning outcomes comply with the National Qualification Framework and the European Qualifications Framework level descriptors (study programs syllabus and curriculum).
- The HEI proves if the study programs are delivered at the graduate level that the intended learning outcomes of the study programs differ from the learning outcomes achieved at the undergraduate level of the study programs.

- The HEI proves that the study program's intended learning outcomes are aligned with the level and profile of qualifications gained.

**Standard 6.6 If the HEI study programs lead to degrees in regulated professions, they are aligned with the national and EU Directives and recommendations issued by the national and international professional associations.**

Indicators:

- The HEI proves that the study programs are compatible with prescribed conditions defined in EU Directives.
- The HEI proves that it has taken into account and applied the recommendations issued by professional associations (opinion of the professional chambers, possibility of license examinations).

**Standard 6.7 The higher education institution ensures student-centered teaching and learning.**

Indicators:

- The HEI encourages various pedagogical methods in study programs delivery in accordance with the intended learning outcomes.
- Various teaching methods are used that encourage interactive and research-based learning, problem-solving and creative and critical thinking.
- The learning methods and friendly environment are student-centered and stimulate students' motivation, self-reflection and engagement in the learning process.
- The HEI continually evaluates and adapts teaching methods and different modes of the study programs delivery.
- Teaching methods are adapted to a diverse student population.
- The HEI provides /enables the study programs to be executed using modern technology

**Standard 6.8 The HEI ensures that evaluation and assessment are objective and consistent and ensures that intended learning outcomes are achieved. (ESG 1.3.)**

Indicators:

- The HEI ensures that the criteria and method of assessment, as well as criteria for grades are published in advance and all students are informed about it.
- The HEI provides support to the academic staff in the development of skills related to testing and assessment methods.
- The HEI ensures objectivity and reliability of grading.

- The students receive feedback on the evaluation results that identify their strengths and weaknesses, and if necessary, guidelines for the learning process based on these evaluations.

**Standard 6.9 The HEI ensures that a functional procedure and mechanism for student appeals is in place. (ESG 1.3.)**

Indicators:

- The students are informed about a clearly defined appeals procedure in a timely manner, which is consistently implemented (the examples of appeals procedures).

## 7. Research

**Standard 7.1 The HEI has developed a research strategy which is integrated within the institutional strategy and aligns with its institutional mission. This strategy is reflected in a detailed action plan, which includes clearly specified performance indicators and is made publicly available.**

Indicators:

- The research strategy is aligned with the mission and vision of the higher education institution.
- The research strategy has been introduced to identify and utilize the expertise of academic and research staff, as well as students, to provide research and development services to the community.
- The HEI has an adequate number and profile of researchers for the implementation of its strategic research agenda, and they are supported by a senior position for research and/or research units.
- The HEI has set up research and development units that can identify and promote institutional expertise, commercial development opportunities, and assist in creating proposals and business plans. They offer aid in preparing research proposals and contracts. They can help develop spin-off companies, as needed.
- The institutional research performance reports are published periodically, which include records of research activities conducted by individuals, departments, and colleges.

**Standard 7.2 The HEI ensures that academic staff are committed to the achievement of high-quality research work and/or professional activity.**

Indicators:

- The HEI has an internal policy that regulates the research work and professional activities of its academic staff.
- The academic staff's research and professional activities are recognized through their contributions to scientific and applied research publications, artistic creations, technology transfers, consultancy services, scientific parks, and/or professional achievements.
- The academic staff publishes their work in high-quality scientific and/or professional publications (national requirements and criteria for publications and advancement of academic staff must be respected).
- Every member of the academic staff publishes their work in high-quality scientific and/or professional publications (national requirements and criteria for publications and advancement of academic staff must be respected).
- The academic staff actively promotes research and/or professional achievements at national and international conferences.
- The HEI encourages the applied research work or projects of their academic staff.

**Standard 7.3 The HEI ensures that the academic staff has a proven track record of research results on the same topics as their teaching activity.**

Indicators:

- The HEI ensures that academic staff are encouraged to include in their teaching the results of their research and information about their scholarly activities relevant to the courses they teach.
- The HEI has effective mechanisms in place for recognizing and encouraging the excellence of its academic staff, including a reward system based on research and/or professional productivity.
- The HEI proves that the students are engaged in research activities with the academic staff.
- The HEI ensures support to the junior teaching staff in the development of their research programs through mechanism as mentoring by senior colleagues, project teams, assistance in developing research proposals, and seed funding.

## 8. Staff, employment, promotion process and professional development (ESG 1.5)

### **Standard 8.1 Teacher recruitment is in line with national legislation, internal regulations in effect and it is based on objective and transparent procedure.**

#### Indicators:

- The HEI advertises vacancies which contain systematic information on required teaching (and, if applicable, research skills) nationally and internationally (for example, HEI website, Official Gazette).
- The HEI has clear, objective and transparent process for staff recruitment and conditions for employment (examples of completed carried out teacher recruitment procedures, copies of vacancy announcements, the composition of selection committees, reports of selection committees and the decision made by expert bodies).
- The HEI has adequate methods in place for selection of the best candidates for each position (teacher recruitment procedures arise from the development goals of the HEI and they are aligned with the legislation and internal regulations in effect).
- Candidates for employment are provided with full position descriptions and conditions of employment (for example, HEI internal regulations, Code of Ethics for teachers and students).
- The HEI guarantees that both teaching and administrative staff have access to a thorough set of policies and regulations, which are outlined in an employee handbook or manual. This includes vital information regarding their rights and obligations, code of ethics and conduct, recruitment and promotion procedures, supervision, participation in projects, performance evaluation, support procedures, as well as professional development and digital skills.

### **Standard 8.2 The higher education institution has enough permanent academic staff adequately qualified for the delivery of the study programs.**

#### Indicators:

- The HEI ensures that there are enough qualified academics to carry out the study programs and conduct scientific and professional activities at the required level (for example, CV, data on the percentage of courses delivered by full-time academics for the study programs, number of teachers with the doctoral degree).
- The HEI proves that the academic staff do not cover, within an academic year, more than two teaching positions (one full-time, one part-time), regardless of the educational institution where they carry out their activity.
- Teaching staff can be engaged in a maximum of three courses per semester (winter/summer).

- The HEI provides information that at least 50% of the academic staff involved in delivering the study programs are full-time HEI employees (example, employment contracts).
- The HEI provides information that for each student group (defined by the statute of the HEI) and for every 60 ECTS in the study program, the HEI has employed at least one full-time staff with doctoral degree or equivalent title in the case of artistic/applied science institution.
- Based on the specifics of the study programs, the ratio of students and academic staff cannot be more than 1:30 (for example, student-teacher ratio and alterations thereof over time; future plans regarding student-teacher ratio).
- The HEI provides information that the academics' workload aligns with relevant legislation and bylaws, regulations issued by competent bodies, etc.
- The HEI provides information that the academics' workload ensures the appropriate distribution of teaching obligations, professional and/or scientific work, professional and personal development and administrative duties (including mentoring of students) and community service.
- The HEI ensures that they employ a sufficient number of qualified academic staff for the mentoring of final thesis.
- Members of academic staff who are involved in delivering professional bachelor study programs have appropriate and relevant qualification in accordance with the legislation and qualifications framework.

**Standard 8.3 The promotion and re-appointment of teaching staff is based on objective and transparent procedures and policies which are publicly available, which include the evaluation of excellence and they arise from the higher education institution's mission and strategic plan.**

Indicators:

- A long-term operational plan for developing academic staff that is in line with the institution's mission and strategic plan has been established.
- The HEI provides information that teacher promotion procedures are transparent and objective (examples of completed carried out teacher recruitment procedures, copies of vacancy announcements, the composition of selection committees, reports of selection committees and the decision made by expert bodies).
- The HEI proves that the promotion of academic staff into higher grades is based on excellence and important achievements (national criteria or legislation, teaching activity, international activity in the scientific discipline, high-impact publications, projects, supervision of final thesis, textbooks, feedback from the students, etc.).



- The HEI ensures that the promotion process for academic staff is carried out promptly once they have met the necessary promotion requirements.
- The HEI has implemented a staff performance evaluation system that includes feedback from students, supervisors, peers, and self-assessment. The results of this evaluation are taken into account when promoting and reappointing teaching staff, as well as renewing their contracts.

**Standard 8.4 The higher education institution ensures and supports academic staff in their professional development.**

Indicators:

- The HEI has a plan for the professional development of its academic staff.
- The HEI management ensures that academic staff is involved in professional development programs (for example, language training, digital skills trainings, etc.).
- The HEI proves that its academic staff participates in international mobility programs, study visits at foreign HEI, international projects, networks etc., which are relevant to the study program, and academic staff are encouraged and supported by their own HEI to participate in such activities.
- The HEI proves that it organizes specific training for its academic staff on the method of preparation and delivery of teaching and introduces them to the regulations and practices in higher education (for example, ECTS credits, learning outcomes, teaching methods, assessment methods etc.).
- The HEI ensures that newly employed teachers undergo adequate training to strengthen teaching competencies before their teaching activity at the HEI.
- The HEI ensures an onboarding procedure for all newly employed staff members to ensure their familiarity with the key strategic, research, ethical and other goals and procedures of the HEI.

**Standard 8.5 The HEI ensures that its external associates have adequate qualifications and work experience to deliver study programs in line with the program's objectives and intended learning outcomes.**

Indicators:

- The external associates include the latest research, trends and know-how from the labor market in the teaching process.
- The HEI proves that it organizes specific training on the method of preparation and delivery of teaching for external associates who are coming from the business sector and/or from abroad and introduces them to the regulations and practices in higher

education (for example, with ECTS credits, learning outcomes, teaching methods, assessment methods).

- The HEI encourages formal participation of external associates in the supervision of final and graduation theses (examples of co-supervision)

## 9. Student administration and support services (ESG 1.4, ESG 1.6)

### **Standard 9.1 An admission policy is clearly defined and is made publicly available.**

#### Indicators:

- The admission requirements to the study programs, the criteria which are used to decide about the admission of candidates, and the admission process itself are defined clearly and comprehensively and they are published (for example, clear admission criteria, previous education, high school grades, State Matura points or results, Bachelor degree, elective exams, additional assessments of knowledge and skills).
- The admission requirements and process for international students to enroll in study programs are easily understood, transparent and publicly available.
- The HEI makes sure that all necessary information about the institution is transparent for prospective students. This includes details about the range of available programs and courses, program requirements, student rights and responsibilities, available services and facilities, scholarship opportunities, as well as tuition and administrative fees. This information is publicly accessible before students apply for admission (HEI website, open days, etc.).
- The HEI ensures that the students enrolled in the study programs possess a high school graduation diploma or other equivalent documents of study, according to MESTI requirements.
- The admission mechanisms are in place to ensure that students who are beginning their education are adequately prepared and capable of following the courses at the HEI (for example, defined decision-making procedure in relation to the admission criteria).
- The admission processes and procedures are consistently and fairly applied for all students and they prevent discrimination and favor underrepresented groups in a transparent way.
- The HEI has a transparent procedure for the recognition of periods of study (for example, Erasmus programs).
- The HEI has adequate procedures for recognition periods of the study.

**Standard 9.2 The HEI collects and analyses information on student progression and takes appropriate actions to ensure students completion of the study program.**

Indicators:

- The HEI has established a functional system for monitoring students' progress and gives assistance and/or counseling to those who face difficulties.
- The HEI ensures that students are informed about the availability of teaching staff (for example, information on consultation hours provided to students).
- The HEI annually monitors student progression and completion rates and takes appropriate actions if necessary.

**Standard 9.3 The HEI ensures appropriate conditions and support to outgoing and incoming students (national and international students).**

Indicators:

- The HEI supports its students in international exchange mobility programs (for example, Office for International Cooperation).
- The HEI on regular bases gives information to students on the possibilities of international exchange mobility programs.
- The HEI has regulations in place for recognizing ECTS credits, and students need to be informed in advance about the recognition of parts of their studies.
- The HEI publishes information on application procedures and conditions as well as study program admission in foreign language.
- The HEI actively attracts foreign students and provides support when studying at a domestic HEI.
- The HEI provides courses on foreign language to foreign students.
- The HEI collects and analyses feedback from national and international students and takes appropriate measures to improve procedures of international exchange.
- The HEI provides information on how many students enrolled in the study program participated in international mobility for up to three months and more than three months in the period of the last five years (outgoing mobility).
- The HEI provides information on how many international students participated in the study for up to three months and more than three months in the period of the last five years (incoming mobility).

**Standard 9.4 The higher education institution ensures adequate resources for student support. The needs of a diverse student population (part-time students, mature students, students from abroad, students from under-represented and vulnerable groups, students with learning difficulties and disabilities, etc.) are taken into account.**

Indicators:

- The higher education institution employs an adequate number of qualified and committed professional, administrative and technical staff who are involved in providing student support.
- The HEI provides students with information about various services, information packages for new students, regulations on studies, and internal organization. The institution makes available a comprehensive student handbook that covers all phases of the student life cycle, including admission, progression, recognition, and certification. The handbook includes information on regulations, student rights and responsibilities, disciplinary actions, duties of officers and committees, and potential penalties. This handbook is widely accessible throughout the institution.
- Specialized staff identify and address the requirements of students with special needs to ensure they receive appropriate support.
- The HEI provides guidance on study and career opportunities to students (for example, tutors, supervisors and other advisers as support to student learning and progress) and students are informed about it.
- The student complaint procedures are outlined in the regulations, which are published and made widely available within the institution. These regulations clearly state the reasons for which complaints may be made, as well as the criteria for decision-making and the available remedies. The complaint process ensures unbiased consideration by individuals or committees not affiliated with the parties involved.
- The HEI offers a variety of scholarships and financial assistance to students. These resources come from both the institution and external parties and serve to incentivize and reward academic achievement, as well as support students from underprivileged backgrounds. The scholarships and financial aid are categorized separately and can be combined if applicable.
- The HEI informs and supports students in their extracurricular activities and HEI has available funds available for student initiatives (for example, HEI has objects for sports and recreation, for cultural and voluntary activities).
- The HEI ensures that a senior staff member is assigned to oversee and develop student support services.

## 10. Facilities and learning resources (ESG 1.6)

### **Standard 10.1 The HEI ensures adequate premises and equipment for performing education processes and research.**

#### Indicators:

- The HEI has adequate premises and dedicated equipment for performing educational activities and research.
- The HEI documents on premises and equipment (property deeds, lease contracts, inventories, invoices etc.) are valid for a minimum of five years.
- The laboratories at the HEI have adequate equipment for all compulsory courses within the curriculum, wherever the analytical syllabus includes such activities and they are well equipped with IT technologies.
- The HEI has adequate software for the courses of study programs included in the curriculum, with a valid license.
- The space, equipment and the entire infrastructure (laboratories, IT services, work facilities, etc.) are appropriate for the delivery of the HEI study programs and are sufficient for the achievement of the HEI study program's intended learning outcomes (panel member tour of the facilities during the site visit to the HEI, information about facilities, ownership documents, document proving the right to use the premises and equipment in the period of five years, optimal number of students enrolled in the study program with regard to available space, equipment and the number of teachers).
- The HEI ensures that premises and equipment are adjusted to the students with special needs.
- The HEI ensures that the academic staff members have sufficient office space.
- The HEI provides the facilities for cultural, sporting and other extracurricular activities for students.
- The adequate food service facilities are provided to meet the needs of both staff and students.
- A senior staff member is assigned the responsibility for oversee and development of infrastructure and resources.

### **Standard 10.2 The HEI ensures adequate library resources for their study programs.**

#### Indicators:

- Library is equipped with reading rooms, group work rooms and its own book stock according to the disciplines included in the curricula.
- Library ensures that the number of seats in the reading rooms corresponds to at least 10% of the total number of students in each of study program.

- Library must ensure that the number of seats in the group work rooms corresponds to at least 10% of the total number of students in each study program.
- Library has its own book stock and other electronic resources from domestic and foreign specialty literature, enough to cover the courses within the curricula, out of which at least 50% should represent book titles or specialty courses of recognized publishers, from the last 10 years.
- Library has its own book stock with a sufficient number of books to cover the needs of all students.
- Library has a sufficient number of subscriptions to domestic and foreign electronic resources, according to the stated mission.
- The library and its services are accessible beyond regular class hours to accommodate users' needs. The reliable systems are in place to track book borrowing and returns.

## 11. Institutional cooperation

**Standard 11.1 The HEI has formulated and implemented a proactive institutional collaboration plan that aligns with its mission institutional strategy. This plan is clearly reflected in the institution's decision-making and resource allocation in this field.**

### Indicators:

- The HEI has a well-defined strategy for choosing the institutions with which it forms memorandums of understanding or partnership agreements. Any such document must be accompanied by a comprehensive action plan (example: the proof of existing cooperation).
- The institutional strategy includes a well-defined section on internationalization.
- The scientific, artistic, and professional accomplishments of the HEI are acknowledged on a national, regional and/or international level.
- The HEI hosts various events such as conferences and summer schools that have gained international recognition and attract a large audience.

**Standard 11.2 The HEI has implemented mechanisms to facilitate collaboration with national and/or international higher education institutions, networks and organizations. The HEI provides support to teaching staff to establish partnerships with the academic community, locally and/or globally.**

Indicators:

- The HEI encourages international cooperation and mobility of its teachers and researchers and analyses the implementation of this international experience in their activities.
- The HEI enables the international visibility of its staff by supporting their participation in different study mobility, forums, events, internships, summer schools, seminars, etc.
- The HEI has resources and special units that deal with international cooperation.

**Standard 11.3 The HEI established and maintain relationships with local industry, public sector, employers and local community.**

Indicators:

- The HEI has established partnerships with local and/or regional industries and employers to facilitate program delivery. These partnerships may include work-study programs, part-time job opportunities, and identifying issues for analysis in student project activities. Additionally, the HEI collaborates with these partners to participate in various institutional activities and HEI bodies (for example, Industrial Boards).
- The HEI promotes collaboration with nearby industries and other research organizations. This cooperation can include working together on research projects, sharing equipment, and developing cooperative strategies when appropriate.
- The HEI and its academic departments work together to create community support or professional service agencies that cater to the needs of the community. The staff members' expertise is utilized in this process.
- The HEI maintains communication with local schools, providing help and guidance in their areas of expertise. They also inform schools about their programs and activities, as well as potential career opportunities, and organize additional educational events for them.

**Standard 11.4 The HEI has established and maintains relationships with its alumni.**

Indicators:

- The HEI maintains consistent communication with its alumni by updating them about the institution's progress, inviting them to participate in events, and encouraging them to support its growth (for example, regular meetings, HEI website or newsletter, etc.).
- The HEI supports the HEI alumni association.

Notice:

For study programs, which lead to a degree in General Medicine (Dr. Medicine), in addition to quality standards for accreditation and re-accreditation, the HEI must prove with adequate documentation and evidence that it has functional and in possesses the prescribed clinics and health services. \*

*\*The details are explained in the Accreditation Manual*